



Connie Brunn
Director

Mission Statement
The County of San Bernardino Department of Child Support Services determines paternity, establishes and enforces child support orders and secures payments to assist families in meeting the financial and medical needs of their children. We provide timely and effective service in a professional manner.



GOALS

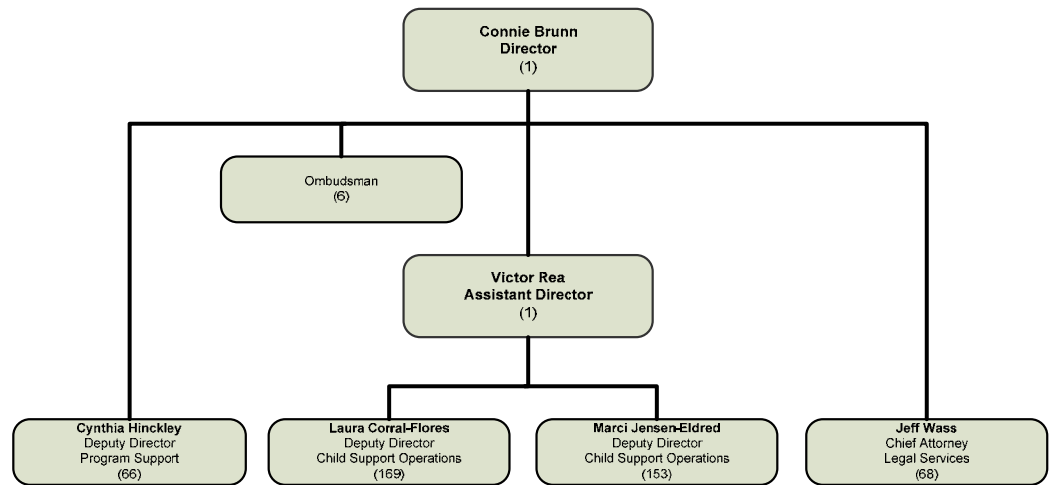
IMPROVE
ORGANIZATIONAL
PERFORMANCE

IMPROVE SERVICE
DELIVERY



CHILD SUPPORT SERVICES

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Department of Child Support Services (DCSS) promotes family self-sufficiency by helping parents meet their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices strategically located in the high desert, the west end and the greater San Bernardino area.

DCSS is dedicated to administering the program in a manner that puts the needs of the children first and foremost. The belief that working collaboratively with parents in understanding and meeting their obligations is a fundamental element in the success of this program.

The services provided by DCSS include the following:

- Locating parents to establish court orders for paternity, child, and medical support.
- Enforcing court orders for child, family, spousal, and medical support.
- Securing child support payments.
- Maintaining records of payments paid and balances due.
- Modifying court orders when appropriate.

Additionally, DCSS offers services to assist customers with concerns that may arise in the progress of their case. The Ombudsman program administers the Complaint Resolution process through which customers have the opportunity to raise concerns with the processing of their case, pursue resolution, and obtain information about the child support program and their rights and responsibilities.

2009-10 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Staffing
<u>General Fund</u>				
Child Support Services	39,351,268	39,351,268	-	464

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: IMPROVE ORGANIZATIONAL PERFORMANCE TO ASSIST ALL COUNTY FAMILIES IN THE CHILD SUPPORT PROGRAM IN MEETING THE FINANCIAL AND MEDICAL NEEDS OF THEIR CHILDREN.

Objective A: Improve performance by implementing new processes and modifying existing processes.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Percentage of collections on current support orders	51%	51%	53%	52%	53%
1B. Paternity Establishment Percentage	83%	99%	100%	100%	100%

Status

Providing for basic living needs such as food and clothing is a financial challenge for many families. Child support helps by ensuring that both parents share the financial responsibility for their children. Establishing orders and collecting on those orders are the primary means of ensuring family self-sufficiency through the child support system.

The percentage of collections on current support measures the total amount of current support collected as a percentage of the total amount of current support owed during the same federal fiscal year. DCSS will improve performance in the current support measure in order to reach the 2010-11 goal of 53%. This will be accomplished by continuing programs which improve current support collections. Activities include:

- ♦ Avenues to Employment – partnering with the courts and the Workforce Development Department to assist unemployed, non-custodial parties (NCPs) in securing employment and meeting their child support obligation.
- ♦ Establishing accurate orders – working proactively with both parties to ensure that newly established orders accurately reflect the NCP's ability to pay.
- ♦ Early intervention collection efforts – close monitoring of cases with recently established orders to ensure payment is received as ordered.
- ♦ Just Ask Program – asking for a payment each time there is a contact with the NCP.

The Title IV-D Paternity Establishment Percentage measures the total number of children in the child support caseload who were born out-of-wedlock and for whom paternity has been established, compared to the total number of children in the child support caseload as of the end of the preceding fiscal year who were born out-of-wedlock. Paternity refers to establishing who is the legal father of the child. Establishing paternity is the first step to ensuring that children receive the support they need. Paternity can be established either by the court or by the parents signing a declaration. The easiest way for unmarried parents to establish paternity is by signing the Paternity Opportunity Declaration form. It is given to unmarried parents in the hospital when the child is born.

During 2008-09, DCSS increased its Paternity Establishment Percentage from 83% to 99%. DCSS build on this performance improvement in order to reach the 2010-11 goal of 100%. The Department works closely with hospitals and birthing facilities and conducts Paternity Opportunity Program (POP) information sessions. Emphasis is placed on educating personnel at these facilities through on-site training provided by DCSS staff. Training sessions address the requirements and benefits of POP, and the proper procedure for completing and submitting the paternity declaration form.

2008-09 ACCOMPLISHMENTS

- ❖ Received the 2009 Outstanding Program Award from the state Department of Child Support Services and the California Child Support Directors Association
- ❖ Implemented electronic filing of all Summons and Complaints (S&Cs) with the Superior Court
- ❖ Implemented electronic delivery of all S&Cs to the Service of Process vendor
- ❖ Ranked second in the state in program cost effectiveness
- ❖ Provided referrals to employment services for unemployed non-custodial parents (NCPs)
- ❖ Assisted 400 NCPs during court hearings through the In-Court order desk
- ❖ Provided services to 667 customers in outlying areas of the county
- ❖ Imaged over 75,000 case documents
- ❖ Reduced call center wait times by 5 minutes

GOAL 2: IMPROVE SERVICE DELIVERY TO PROVIDE TIMELY, EFFECTIVE, AND PROFESSIONAL SERVICE TO IMPROVE THE QUALITY OF LIFE OF EVERY COUNTY RESIDENT PARTICIPATING IN THE CHILD SUPPORT PROGRAM.

Objective A: Ensure that the automated system supports the delivery of quality services by evaluating and restructuring business practices.

Objective B: Ensure the delivery of positive customer service experiences for child support customers.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Evaluate and restructure business processes as needed to ensure optimum customer service.	100%	100%	100%	100%	100%
2B. Ensure the delivery of positive customer service experiences for child support customers.	N/A	N/A	100%	100%	100%

Status

DCSS converted to the statewide child support automated system in May 2008. Continuing changes to the system at the state level will require ongoing adjustments to daily business practices and staff training on new processes. DCSS will continue to evaluate system changes and modify business practices as appropriate to support timely and effective service to our customers.

DCSS solicits feedback from customers who meet with child support staff to determine the quality of the customer service they receive. Feedback is monitored to identify instances areas in which improvements are needed to maximize the quality of the customer's experiences. Follow-up actions are taken to address customer service issues.



2010-11 REQUESTS FOR GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2010-11.

2010-11 PROPOSED FEE/RATE ADJUSTMENTS

The department is not requesting any proposed fee/rate adjustments for 2010-11.

If there are questions about this business plan, please contact Vic Rea, Assistant Director, at (909) 478-7458.